



# Provider Communication



<b>Subject:</b> Web Portal Password Changes	<b>Priority:</b> <b>High</b>
<b>Date:</b> June 10, 2005	<b>Message ID:</b> ACSBNR06102005_1

## ***Dear Provider,*** **Web Portal Password Changes**

This message contains important information about changes to GHP Portal passwords that will be implemented during June 2005.

DCH is implementing a password management policy that will require regular periodic changes to passwords on the GHP portal. Therefore, the following changes will be implemented in June:

- All users will be required to change their passwords prior to Thursday, June 30. On a rolling basis throughout June, the GHP Portal will automatically expire passwords in use for over 60 days and prompt users to change their expired passwords. Users may utilize the “change password” function (top right button on each page of the GHP web portal) at any time prior to June 30 to change their passwords. Users who change their passwords prior to the start of the rollout will avoid the automatic expiration of their passwords and required password change during the June implementation of this function.
- Users are encouraged to change their passwords now by following the steps below:
  - Click on the “change password” function (top right button on each page of the GHP Web Portal) and follow the instructions.
  - Passwords must be at least eight characters long, at least four of them alphabetical, one not alphabetical, and must not have more than two repeated characters. The password is case sensitive to capital and small letters. This is consistent with good business practices for password security. An example of a valid password is Pr3d1ct2.
- After June 30, passwords must be changed every 60 days. Users may utilize the change password function or wait for the GHP Portal to prompt users to change their passwords. Once prompted by the portal, users must change their passwords.
- Officer administrators should not proactively reset office staff’s passwords using the registration administration function in “My Workspace.” Please allow the portal and users to manage the password change process. However, users who forget their passwords may ask their office administrator for assistance with resetting passwords.
- If you have problems changing your password, please call 866-252-4045.

Please remember that sharing your user ID and password violates accepted security procedures. Please safeguard your user ID and password and allow no one else to use it.

Thank you for your continued participation in the Georgia Medicaid and PeachCare for Kids programs! And we also thank you for your continued use of the GHP Web Portal.